



OPERATIONAL MANAGEMENT PLAN

HUDSON VINE REDEVELOPMENT

9 December 2024

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1.1. Consultant Declaration

PROJECT DETAILS	
PROJECT NAME	
Application number	SSD-70066710
Address of subject land	2-14 Vine Street, 16-30 Vine Street and 32-34 Eveleigh Street, Redfern NSW 2016
Lot / DP	2-14 Vine Street (Lot 1 in DP627353), 16-30 Vine Street (Lot 1 in DP395992) & 32-34 Eveleigh Street (Lot 2 in DP627353)
APPLICANT DETAILS	
Applicant name	Shepherd Street Pty Limited
Applicant address	1/16 Vine Street, Redfern NSW 2016
REPORT DETAILS	
Name of report this declaration relates	Operational Management Plan
Report reference no.	
Report date	9 December 2024
Company name (inc. ABN / ACN)	TPD Projects Pty Ltd 81 168 760 843
Author name	Todd Buncombe & Andrew McGaw
Author qualifications	Project Manager / Client Representative
Author address	1/16 Vine Street, Redfern NSW 2016
DECLARATION BY CONSULTANT	
Name	Todd Buncombe
Registration no.	
Organisation registered with	TPD Projects Pty Ltd
Declaration	The undersigned declares that Operational Management Plan: • has been prepared in accordance with the following policy, guidelines, or legislative requirements: - Environmental Planning and Assessment Act 1979 • contains all available information relevant to the environmental assessment of the development, activity or infrastructure to which the Operational Management Plan relates; • does not contain information that is false or misleading; • identifies and addresses the relevant Planning Secretary's environmental assessment requirements (SEARs) for the project;

PROJECT DETAILS

- identifies and addresses the relevant statutory requirements for the project, including any relevant matters for consideration in environmental planning instruments to which the Operational Management Plan relates;
- contains a consolidated summary of the proposed or necessary mitigation measures

Signature

T. Buncombe

Date

9 December 2024

1.2. Introduction

This Operational Management Plan (OMP) has been prepared by TPD Projects on behalf of Shepherd Street Pty Limited for the construction and operation of a mixed-use commercial, retail and residential development (the proposal) on land at 2-14 Vine Street, 16-30 Vine Street and 32-34 Eveleigh Street, Redfern (the site).

This report has been prepared to establish performance criteria for the various aspects of its operations having regard to the relevant matters under the Environmental Planning and Assessment Act 1979 and Regulations under that Legislation including.

The figures presented in this report are an estimate only.

This report accompanies a State Significant Development Application that seeks approval for the demolition and construction of a mixed-use commercial, retail and residential development, which includes the following:

- ❖ Demolition of the existing buildings and structures on site.
- ❖ Erection of a part 3-storey and part 5-storey retail and commercial building to the western side of the site including basement floor level commercial units and courtyard, ground floor level retail units and additional commercial units at the upper floor levels.
- ❖ Erection of a part 2-storey and part 6-storey mixed-use commercial, retail and residential building to the eastern side of the site comprising ground floor level retail units, first floor level commercial units and residential apartment units at the upper floor levels, with basement floor level car parking containing one (1) waiting bay and 25 standard car parking spaces including 1 accessible parking space.
- ❖ External landscaping and public space, including the provision of a through-site pedestrian link at the centre of the site connecting Hudson Street and Vine Street.
- ❖ Open communal public space and pocket park fronting Eveleigh Street to the east.

For a detailed project description, refer to the Environmental Impact Statement prepared by Ethos Urban.

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1.3. Site Description and Location

The site is located at 2-14 Vine Street, 16-30 Vine Street & 32-34 Eveleigh Street, Redfern, within the City of Sydney Local Government Area (LGA). The site extends across a broadly L-shaped configured site of approximately 2,406m² and comprises three (3) separate allotments at 2-14 Vine Street (Lot 1 in DP627353), 16-30 Vine Street (Lot 1 in DP395992) & 32-34 Eveleigh Street (Lot 2 in DP627353). The entirety of the site is under the single ownership of the Applicant. The site location is identified in **Figure 01**.

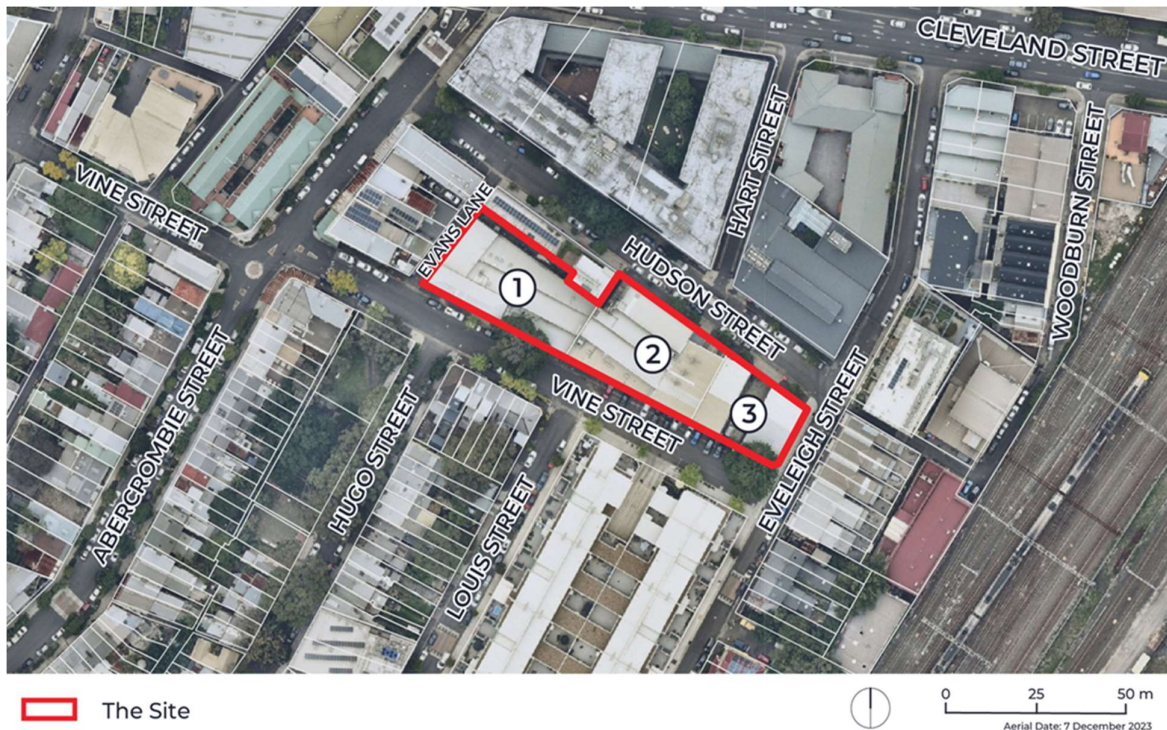


Figure 1 Aerial Image of Site

Zoning of the site is D Business Zone – Mixed Use. Zone objectives encourage sustainability, employment, vitality and safety in the public domain, design excellence, landscaping, maximising public transport patronage, walking and cycling.

The site is located in the City of Sydney Local Government Area, north of Redfern Station with street frontages to Vine Street, Evans Lane, Hudson Street and Eveleigh Street.

Redfern has a mix of traditional heritage architecture and newer, modern buildings. This provides an interesting contrast between the past and present and reflects the area's history as a working-class suburb that is now being gentrified.

The surrounding development is a mixture of terrace housing, medium to high density residential, commercial and retail. Student housing is a prominent land use throughout the locality given the proximity to universities. Business and commercial activity is focussed between Vine Street and Cleveland Street. Refer to **Figure 02**.

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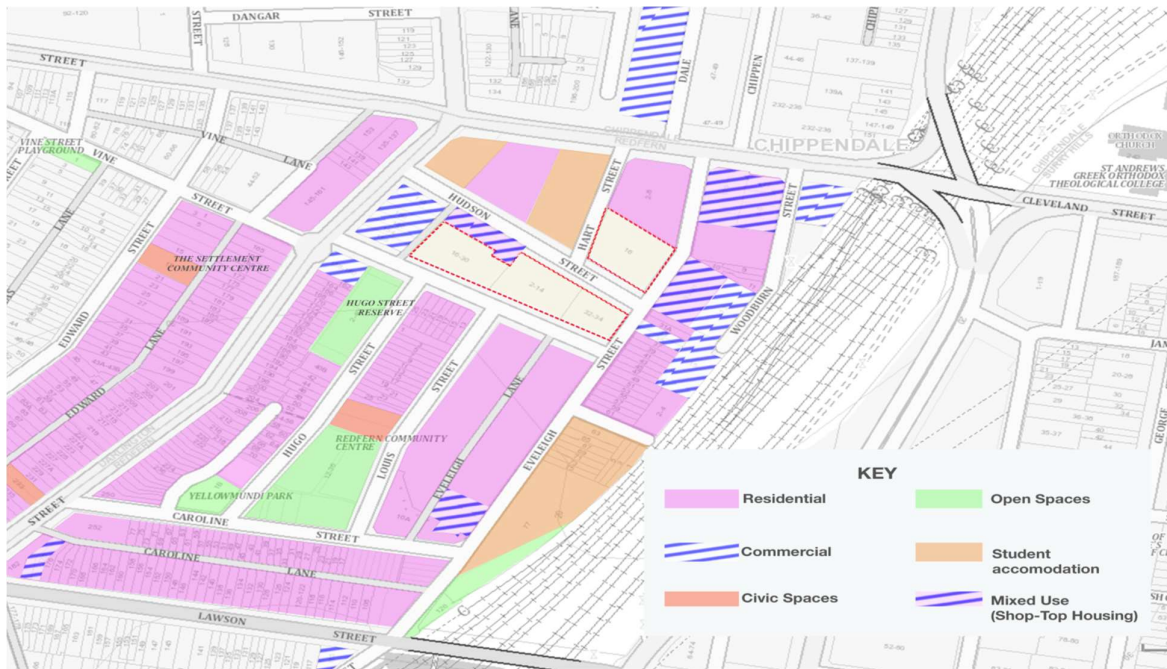


Figure 2 Surrounding Land Uses

In terms of the proposed redevelopment design and amenity, adding ground-level retailing, the pocket park and a through-site link will encourage greater pedestrian activity down Louis Street by creating a north/south pedestrian desire line. This would link the community centre and park with Cleveland Street thus activating more optimal usage of these existing public spaces. Refer to **Figure 03**.

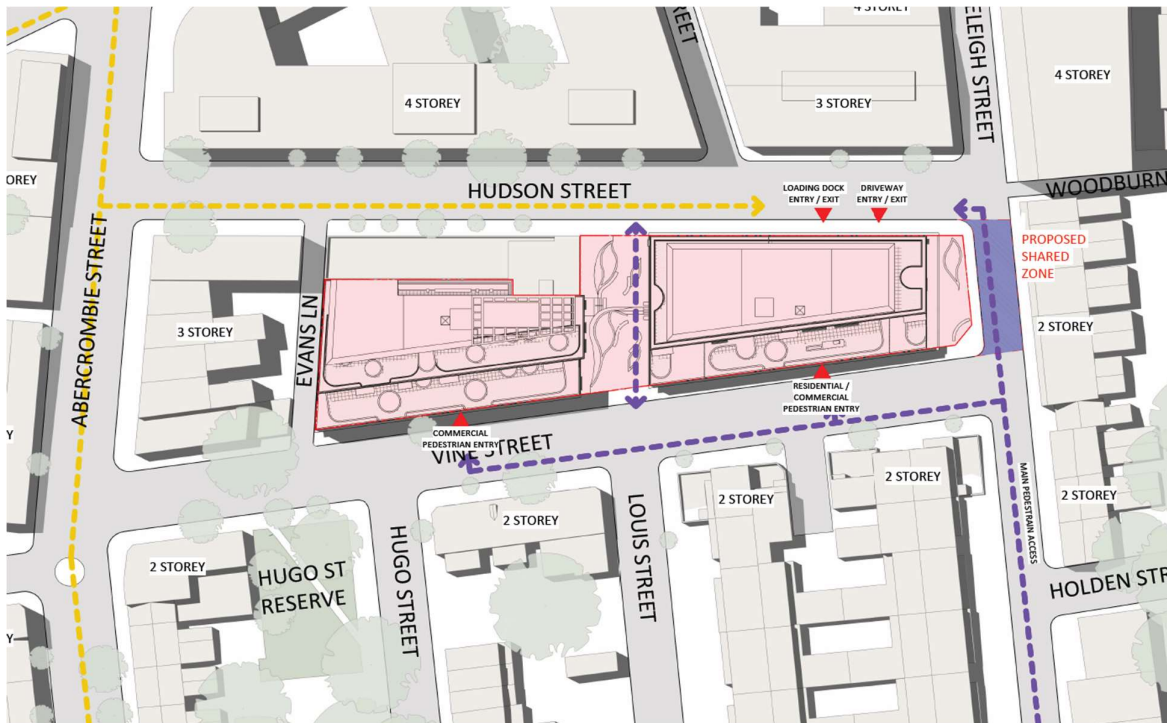


Figure 3 Through site link

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1.4. Operational details

Careful consideration of planning controls and the opportunities that present have been at the forefront of the redevelopment. The precinct has been designed as a build to lease model, which aims to provide a mix of tenancies for varying types of businesses.

The offering will be made up of two buildings, one of five stories and the other of six stories built over a single level basement.

Mixed tenures could include:

- ❖ Galleries and Design Studios
- ❖ Food and Beverage offerings
- ❖ Café
- ❖ Recreation (minor indoor)
- ❖ Commercial Offices and
- ❖ Residential

The proposed commercial and retail use is employment generating, anticipated to create approximately 400 commercial and 300 retail full and part-time positions.

As it is in the Landlords best interests to seed a communication strategy that evolves with the site, building rules will be tailored to each tenant as part of their respective lease agreement, which strategically outlines the overall management guidelines, tenants responsibilities, schedules for shared bin collection, cleaning of shared areas and general safety.

Occupants & their staff, clients and customers are encouraged to access and utilise all common areas.

1.5. Hours of operation

The hours of operation for the Premises will be restricted as follows:

Ground Floor Retail Premises	7 days per week, 7:00am to 6:00pm
Basement & Ground Floor Hospitality Premises	Monday to Wednesday, 7:00am to 10:00pm Thursday to Sunday, 7:00am to midnight
Commercial Premises	5 days per week, 7:00am to 6:00pm
Recreational uses	6 days per week, 7:00am to 6:00pm
Residential	24 hours

1.6. Signage

The Owner / Building Manager shall be responsible in ensuring statutory and operational signage is erected and maintained in clear and prominent positions. Directional / Wayfinding signage will be erected at main entrances to the buildings as well as entries to the Basement Carpark and Service areas.

Appropriate signage must be prominently displayed on doors, walls and above all bins, clearly stating what type of waste or recyclables is to be placed in each bin. All chute doors on all residential levels will be labelled with signs directing chute operations and use of chute door.

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As applicable, the handling or use of 'dangerous and/or hazardous materials' will be managed accordingly by the individual Tenant. Appropriate signposting, barricades or exclusion zones will be provided in accordance with WorkSafe and appropriate governing Legislation. Tenants will be required to provide the necessary Management Plan for review and approval by the Building Manager.

1.7. Operational Noise

The ground floor Retail and Hospitality components will be managed to minimize the potential of causing nuisance, or an offensive noise as defined in the Protection of the Environment Operations Act 1997 to adjoining properties or the public.

The following measures will look to be implemented:

- ❖ Safety and security issues addressed in this OMP have been devised to ensure the relatively quiet amenity of the neighbouring properties are always maintained.
- ❖ Ensuring senior management are aware of the operational consequences of the OMP to ensure that it is consistently enforced.
- ❖ All staff, as part of the induction process, will be required to be familiar with this OMP and will play an important part in ensuring noise management within the premises.
- ❖ Staff shall intervene to provide corrective advice to any patron on the Premises or in the immediate vicinity that is behaving in a manner that is likely to disturb the amenity of nearby residents. Any patron whose behaviour is extreme or repeatedly objectionable may be refused service or asked to leave.
- ❖ Patrons behaving in an unsociable manner will be asked to moderate their behaviour and

Building Management will adopt a zero-tolerance approach to antisocial behaviour at the premises.

Building rules will be provided as part of individual lease agreements and must be followed. If any tenant or staff member is caught breaching these rules, they may be removed and/or denied access to the complex.

1.8. Parking & Transport

The precinct will benefit from a total of twenty three (23) on-site underground car parking spaces and 2 motorcycle spaces. At ground level, existing street parking is not impacted by the development.

Vehicular access to basement parking facilities (limited) is to be provided via a new entry/exit access driveway located off the eastern end of the Hudson Street site frontage.

A dedicated loading bay is proposed on the ground floor adjacent to the new basement entry / exit. Loading and servicing the buildings is expected to be undertaken by a variety of light commercial vehicles such as the Hyundai iLoad and similar "white vans", up to and including Council's 9.25m long waste collection vehicle subject to a minimum height clearance of 4.0m.

The development proposes seventy (70) dedicated bicycle storage within the basement end of trip facilities and will also provide an Electric Vehicle (EV) charging room for scooters, e-bikes and other smaller electric transport options.

Eveleigh, Vine and Hudson Streets are local, unclassified roads which are primarily used to provide vehicular and pedestrian access to surrounding properties. Kerbside parking is permitted at select locations, subject to signposted restrictions.

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The site has good access to existing public transport services in the form of trains approximately 350m walking distance to Redfern Railway Station and buses approximately 150m walking distance to Cleveland Street.

1.9. Green Travel Plan

A 'preliminary' Green Travel Plan (GTP) has been provided as part of the Traffic and Parking Assessment Report.

The purpose of the Green Travel Plan is to set site-specific actions which influence the travel behaviour of the end users prior to it being occupied. Criteria is to be introduced to manage travel demands, as follows:

- ❖ Reducing dependence on private cars
- ❖ Improving pedestrian and cycling facilities
- ❖ Promoting public transport and car sharing
- ❖ Reducing congestion in the local area.

Included in the Green Travel Plan is a Transport Access Guide with the aim of ensuring residents and employees are aware of the options available for travel to the subject development by walking, cycling or public transport.

The Transport Access Guide will typically include a map illustrating public transport routes, cycle ways and walking paths, as well as key destinations in the vicinity of the site such as tertiary education facilities, within 200m, 400m and 800m radii.

The Owner / Building Manager will have responsibility for the ongoing monitoring and development of the Green Travel Plan and the Transport Access Guide. Responsibilities may include:

- ❖ undertaking regular surveys to identify the travel modes of building occupants
- ❖ maintaining and updating the information provided in the Transport Access Guide
- ❖ setting new travel mode targets on an ongoing basis in consultation with residents and employees.

1.10. Staffing details

The Building Manager will be directly employed by the Owner and is the first point of contact for all building related issues. Contact details will be displayed onsite and can be provided to Council at the appropriate time.

It is assumed that the likely building population could range from 750 - 900 people at any one time.

Building rules will be provided as part of individual Leases and are to be adhered to. If a Tenant or Staff member is caught breaching these rules, they may be removed and/or denied access to the Site.

All staff are required to attend fire safety drills as required and practice all government enforced restrictions from time to time, as necessary.

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1.11. Safety and Security

Redevelopment of the site is providing a change in use from warehouse style to commercial and mixed-use buildings improving day and nighttime activation including more active spaces with higher levels of passive surveillance, reduced blind spots and corners with clear and visible entries, lobbies and lines of sight.

Pedestrian entries are well separated from the vehicular access driveways and provide safe and convenient pedestrian access to the pedestrian footpaths located along the building frontages.

1.11.1. CCTV

The security and safety of ALL occupants is a priority.

The Premises will be monitored by 24 hour strategically located CCTV cameras in areas such as:

- ❖ entrance/exit points of all buildings
- ❖ public space areas (e.g. open spaces, through site link, retail space, Evans Lane) and
- ❖ loading dock, lift areas and basement access points.

The system has automated recording technology, video storage capacity and video motion detection. All cameras will operate 24/7. The surveillance videos will be kept for at least one (1) month for viewing by the Police / Law enforcement if required and in accordance with local law.

To ensure the CCTV network is effective, lighting in and around the development will be designed to correspond with the placement of the CCTV cameras. The standard of lighting will reduce the fear of crime in accordance with Australian Standards on lighting and serve to provide clear identification of activity using CCTV cameras. Broken and/or faulty light fixtures and bulbs within the premises will be replaced within 48 hours by Building Management.

Signage will be provided to advise guests, patrons and the public regarding the use of CCTV on the premises.

The Building Manager and Security Contractor will be responsible for ensuring operation and a consistent maintenance and cleaning regime.

1.11.2. Access Control

The Premises will be provided with the following access control measures:

- ❖ Wayfinding signage which directs visitors to commercial and residential lobbies in both Building A and B.
- ❖ Staff will require key cards to access secure areas of the development (e.g., commercial office after hours)
- ❖ Parking areas for staff (limited) and residents will be secured with key card access.
- ❖ Commercial and residential lobbies are serviced by separate entrances.
- ❖ Residential floors (Building B) will be accessible by key card only for residents and guests.

Access will be restricted particularly in relation to nominated “secure areas” such as back-of-house spaces, offices, staff rooms and other relevant restricted areas. These areas shall be fitted with the appropriate locks and/or access control systems alike to restrict unwanted entry.

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1.11.3. Complaint recording and handling process

An Incident Report Register will be utilized and an entry completed where an incident necessitates action by an emergency service, fire brigade, police and maintenance.

Duty managers / licensee's where applicable, should be available on site at all times if a patron wishes to discuss or report an incident. Any complaints received will be documented and followed up by the Building Manager.

The following details of complaints made to the Premises are to be recorded in a diary:

- I. Date and time of the incident that led to the complaint;
- II. Nature of the incident that led to the complaint;
- III. Address and contact details of the complainant;
- IV. Any actions proposed to deal with the complaint; and
- V. The actions taken and the time and date when that was reported to the complainant.

Building Management is to provide a contact phone number that residents or businesses can use to contact the Premises, in-order-to make a complaint.

All complaints are to be responded to by management within 24 hours unless the complaint was originally made to management.

1.12. Waste Minimisation, Disposal and Collection

The development will comply with the Waste Management Plan (WMP) prepared by Elephants Foot Consulting Pty Ltd. This document outlines the estimated requirements for the site, as well as detailing the access and collection of waste in the building.

The Building Manager will adjust waste management operations as required based on actual waste volumes (e.g. if waste is greater than estimated) and increase the number of bins and collections accordingly.

Staff members will be responsible for maintaining the bin store in a clean and tidy condition at all times and ensuring bins are washed regularly.

1.12.1. Residential

All residents will have access to a storage area within their own unit capable of holding separate receptacles for general waste, recycling and FOGO typically located within kitchen areas beneath the workbench.

I. Disposal

All waste shall be disposed of in the appropriate waste disposal facilities. Recyclable waste is to be separated from general waste and stored in a separate receptacle. Residents will be responsible for walking their own general waste and recycling to their allocated disposal point on each level.

Residents will also have access to a storage area within their own unit capable of holding separate receptacles for general waste, recycling and FOGO. The residents of each unit will be provided with a kitchen caddy for the separation of FOGO.

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Food organics must be contained in accordance with City of Sydney Council's future FOGO collection service procedures (for example a compostable liner).

The building manager will monitor bin capacities under the general waste chute and exchange full bins with empty bins when required, recycling bins on each residential level will also be monitored by the Building Manager with full bins being decanted and ensuring that the Bin Room and FOGO bins are washed down frequently to ensure that hygiene and odour is managed.

II. Chute discharge

All residents will have access to the proposed single general waste chute at designated locations on each level of the residential floors. Separate 2 x 240L recycling bins will be provided in a compartment adjacent to the general waste chute for the storage of recycling.

III. Collection

Prior to collections, the Building Manager will be responsible for transporting the bins from the Residential Bin Room to the collection point (the loading dock) located on the ground level, using the lift. The Building Manager is also responsible for ensuring that the bins are adequately arranged for an efficient collection.

On the day of collection, a Council collection vehicle will enter the site from Hudson St and park in the loading dock. The Building Manager will be responsible for ensuring that the collection staff have access to the collection point. Waste collection services shall occur outside of operating hours if appropriate.

IV. Bulky Waste

Residents will liaise with the Building Manager regarding the transportation of bulky items and the availability of the Bulky Waste Room. It is the caretaker's responsibility to arrange collection dates with Council and coordinate these times with the residents.

Prior to bulky waste collections, the Building Manager will transport the bulky waste items from the Bulky Waste Room on basement level to the loading dock on ground Level using the bin mover to transport bins up the ramp.

V. Common Areas

Residential common areas will be supplied with suitably branded source separation receptacles where considered appropriate.

The building manager will monitor the capacity of these receptacle and empty contains into the central collection bins as required.

VI. Landscaped Areas & Garden Organics

Garden organics generated from surrounding landscaped areas will be managed and removed from the site by the designated landscaping contractors as they carry out scheduled landscaping maintenance works.

Garden organics generated from foliage within each residential unit will be managed by the residents and should disposed of into the FOGO bins.

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1.12.2. Commercial and Retail

I. Disposal

All tenancies will be responsible for their own general waste and recycling disposal procedures within their own vicinity.

On completion of each trading day or as required, nominated staff or contracted cleaners will transport all general waste and recycling to the Commercial/Retail Bin Room and place into the appropriate collection bins.

II. Collection

A private waste contractor will be engaged to service the commercial / retail general waste and recycling bins as per an agreed collection schedule.

On the day of service, the Building Manager will ensure that all commercial / retail bins are moved to the loading dock for collection using the bin mover to transport bins up the ramp.

Bin sizes, quantities, and/or collection frequencies may be modified by the Building Manager. Building management will be required to negotiate any changes to bins or collections with the collection service provider. Seasonal peak periods will also be considered.

Collection of commercial / retail bins should occur on separate days from the collection of residential bins to ensure proper segregation of waste streams.

III. Printing & Photocopying

Building Management will encourage printing or photocopying receptacles be supplied and managed by each tenant. Private cleaners or nominated staff are responsible for monitoring these receptacles and ensuring that items are collected and recycled by an appropriate contractor.

IV. Food Waste (City of Sydney)

Kitchens, tearooms, service and food preparation areas will be provided with a dedicated receptacle to collect food waste. Staff or cleaners will be responsible for monitoring these receptacles and transferring food waste to the central food waste bins when full.

V. Re-usable Commercial Items (City of Sydney)

Where possible, space could be provided back of house for the storage of re-usable commercial items such as crates, pallets, kegs and strip out waste. The Building Manager will be responsible for ensuring that storage of these items in public places is completely avoided.

VI. Bulky & Special Waste (City of Sydney)

A 4m2 room or caged area is proposed to be made available for the storage of discarded bulky items and special waste for recycling, such as e-waste and chemical waste.

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VII. Problem Waste

The Building Manager will assist in planning for the disposal and recycling of problem waste streams with an appropriate contractor, which cannot be placed in the general waste stream.

Retail and commercial tenants must liaise with the Building Manager when disposing of problem waste streams.

1.13. Deliveries, Loading and Unloading

This section shall be read in conjunction with both the Traffic Management Plan (TMP) and Waste Management Plan (WMP).

The loading dock will be managed by the Building Manager with a plan to be implemented including the following:

- ❖ Deliveries to tenants;
- ❖ Refuse storage and collection (general waste, bulky waste and recycling);
- ❖ Bulky goods removal / delivery;
- ❖ Food and beverage deliveries;
- ❖ Maintenance services and courier deliveries.

All loading and unloading will be carried out from within the nominated loading bay found either within the building lease area or at designated ground floor areas across the site. No unloading is to occur outside of these areas.

1.14. General Maintenance of the Premises

The Premises shall be kept in a clean and tidy condition and regularly maintained to the satisfaction of the Building Manager, Council and any other relevant Authority both internally and externally.

If pollutants are proposed to be kept onsite by individual tenants' it will be the responsibility of that tenant to inform Building Management. Specific HAZMAT procedures will need to be prepared in accordance with SafeWork NSW and all associated Work Health and Safety procedures. Policies and Procedures will be adopted as addendums to the Building rules, prior to the commencement of the lease.

All graffiti and vandalism shall be cleared by the Landlord within an appropriate time. The Landlord and Management is to note the graffiti and take photographic evidence which is to be kept on-site.

1.15. Fire and Life Safety Measures

A comprehensive Emergency Management Plan will be employed on the site which will be prepared in compliance with Australian Standards. The Building Manager shall ensure that all essential services installed at the premises are certified in accordance with regulations and shall ensure that they remain in good working order.

In the event of any malfunctioning of any essential service, the Building Manager shall ensure that it is rectified as quickly as is reasonably possible.

A list of the telephone numbers of all relevant emergency agencies shall be kept near all telephones.

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All managers and other permanent staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency. Where appropriate, a detailed evacuation plan will also be prepared for the complex and will be part of the training for all staff.

1.16. Amendments and continual improvements

Building Management will ensure ongoing effort and focus to improve its communication and processes via this OMP.

Education and communication must be provided on a regular basis to encourage behavioural change and account for transient building personnel such as new residents, tenants, or cleaning staff.